



Managed Risk Medical Insurance Board

1000 G Street, Suite 450

Sacramento, CA 95814

(916) 323-4138 FAX: (916) 327-6245

www.mrmib.ca.gov

JOB OPPORTUNITY BULLETIN

*Join an exciting, fast-paced, and highly visible office!
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Staff Services Manager (Supervisor)

Monthly Salary: \$4912-\$5926

One Position: 12-month Limited Term (May become permanent)

Location: Downtown Sacramento

Position Number: 443-300-4800-001

Job ID Number: 06-069

Final Filing Date: 6/21/07

Bilingual (Spanish) preferred

General Statement of Duties:

- This is a first level working supervisor position which supervises a group of analysts performing journey level work and personally performs the most difficult or sensitive work. Program areas of direction include personnel; budget; management analysis; administrative services; program evaluation and planning; and policy analysis and formulation. The person supervises a variety of staff services functions of professional or technical analysts through the Associate Analyst and Research Program Specialist levels with responsibility for a major subsection of program policy and appeal adjudication. The person serves as subject-matter expert who has demonstrated possession of leadership skills; decision making ability; strong analytical skills; supervisory and/or managerial abilities; and personal qualifications to succeed in a broad range of fiscal, management, staff services, and related settings. The person is responsible for the effective resolution of a broad range of governmental, supervisory, and managerial issues. In addition, the person will conduct and review analytical studies and surveys; formulate procedures; policies; program alternatives; make recommendations on a broad spectrum of administrative and program-related problems; review and analyze proposed legislation and advise management on its impact or potential impact; represent the State or a given department as assigned; and do other related work.
- Reports to the Staff Services Manager II, Eligibility, Enrollment, and Marketing Division.
- Bilingual (Spanish) skills are preferred.

Specific duties include, but are not limited to, the following:

- Plan, direct and supervise the daily operation in the Policy Unit. Oversee a Unit responsible for providing customer services to a significant number of Spanish speaking calls. Supervise the work of Staff Services Analysts, Associate Analysts, and Research Program Specialists in the handling of subscriber inquiries, complaints, and appeals including assuring accurate interpretation by staff of federal and State statutes, regulations, and policy guidelines as they relate to the eligibility requirements of the Access for Infants and Mothers (AIM), Healthy Families Program (HFP), Major Risk Medical Insurance Program (MRMIP), and Medi-Cal for Children and Pregnant Women Programs.
- Develop methods of identifying trends of inappropriate actions and/or possesses by the administrative vendor based on incoming appeals. Oversee staff that conduct audits of the administrative vendor and approve reports for management of the outcome of the audits. Oversee the development and approve business rules documents and policy letters.
- Liaison to community based organizations and legislative staff regarding inappropriate actions and/or processes of the administrative vendors. Identify areas that need clarification and recommend

modifications to program regulations. Lead in the development of regulations and State Plan Amendments.

- Review, approve and monitor the production of multilingual eligibility and enrollment notifications (handbook, letters, forms, etc.) for the AIM, HFP, and MRMIP programs. Coordinate HFP and MRMIP annual Open Enrollment.
- Interview, hire, and train new staff. Complete probationary reports, Individual Development Assessments, identify staff needs for training, develop training plans.
- In conjunction with the SSM II in the Eligibility, Enrollment, and Marketing Division, set goals and objectives for program outreach and marketing efforts relating to the HFP.
- Attend Board meetings, make or arrange for staff to make presentations to the Board on eligibility and enrollment issues relating to the AIM, HFP, and MRMIP.

Other Expectations:

- Demonstrates leadership ability and continuously models the behaviors, traits, values, and characteristics of a successful leader.
- Demonstrates a commitment to exceptional performance of duties in a service-oriented manner.
- Demonstrates decision-making ability based on objective data, research, analysis and input from team members and stakeholders.
- Ability to reason logically, identify and resolves complex problems, develop and evaluate alternatives in a fast paced environment.
- Ability to set priorities for staff, multi-task and meet deadlines.
- Demonstrated a commitment to maintaining a work environment free from discrimination and sexual harassment.
- Maintains good work habits and adheres to all policies and procedures.
- Knows the principles of public administration, organization, and management; analytical techniques; technical report writing.
- Ability to establish and maintain effective working relationships with others and to communicate effectively orally and in writing.
- Knows the principles of personnel management, supervision, and training of technical personnel.
- Ability to perform duties in a culturally and politically sensitive manner with the public and legislative staff.
- Demonstrates the ability to function as part of a team understanding that success is achieved through the maximization of the skill set of their team, continuously inspire, motivate and coach diverse work team to achieve program goals.

Who May Apply:

Individuals at the Staff Services Manager I (Supervisor) level or who have list or reinstatement eligibility to this classification may apply. Only the most qualified candidates will be interviewed. Hire may be restricted to SROA or surplus state employees. Interested parties should submit a Std. 678, State Application (available at www.spb.ca.gov), with Job ID No. **06-069** and Position No. **443-300-4800-001** written in Section 12 of the application, to:

Managed Risk Medical Insurance Board
1000 G Street, Suite 450
Sacramento, CA 95814
Attn: Julia McLean – Personnel

Final filing date: June 21, 2007

If you have questions regarding this information, contact Ms. McLean at (916) 323-4138 or via email at jmclean@mrmib.ca.gov.

Equal Employment Opportunity Employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age or sexual orientation.